



## Mega International Commercial Bank Canada Branch

### 2024 Complaints Resolution Statistics

Number of complaints dealt by a Senior Designated Employee <sup>1</sup>	1
- Of which, number of complaints Resolved <sup>2</sup>	1
- Of which, number of complaints Closed <sup>3</sup>	0
Average length of time to deal with those complaints, from the first interaction with the Consumer to the date on which the complaint was Resolved or Closed	124 days
The products or services to which the complaints related	N/A

1. The Senior Designated Employees are the Chief Compliance Officer or Chief Operating Officer of the Branch.
2. A complaint is considered Resolved if the Branch provides a response to the satisfaction of the person who made the complaint.
3. A complaint is considered Closed if the Branch provides a final response to a person who made the complaint, and that person is not satisfied or does not respond.